



MARYLAND DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Robert L. Ehrlich, Jr., Governor • Michael S. Steele, Lt. Governor • S. Anthony McCann, Secretary



VENDOR MANUAL 2006

Family Health Administration
Office of the Maryland WIC Program
Vendor Operations & Compliance Unit
201 West Preston Street
Baltimore, Maryland 21201

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USDA prohibits discrimination in the administration of its programs.

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Introduction to WIC



The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) is a nutritional program for pregnant women, breastfeeding mothers, postpartum mothers, babies, and children under five years old. WIC participants have family incomes less than 185% of the poverty level and have health problems that can be improved through good nutrition. WIC prescribes healthy foods tailored to the participants' needs.

The foods WIC provides include:

- ✓ Beans
- ✓ Cereal
- ✓ Cheese
- ✓ Eggs
- ✓ 100% fruit juice and vegetable juice
- ✓ Iron fortified infant formula
- ✓ Milk
- ✓ Peanut Butter
- ✓ Carrots
- ✓ Tuna

WIC also refers participants to health and social services programs and gives information on good eating habits to help people be healthy and eat well.

Infants whose mothers participate in WIC weigh more when they are born and have fewer health problems than infants whose mothers did not participate. Children who participate in WIC are less likely to have anemia (blood problems) than children who don't participate.

The United States Department of Agriculture (USDA) funds WIC, which is run by the Maryland Department of Health and Mental Hygiene, Family Health Administration. WIC is administered at the local level by local WIC agencies such as Health Departments and Community Health Centers that operate throughout Maryland (see the list on pages 7 and 8).

WIC is different from food stamps because participants can only buy the types and quantities of foods shown on their checks. They can't buy things like cigarettes or potato chips. Also, WIC participants can only use their checks at stores that have a signed agreement with the State WIC Agency. The stores and people who sell WIC foods are very important because they:

- ✓ Help people become healthier;
- ✓ Are part of the neighborhood making it easy for WIC participants to get there; and
- ✓ Make sure that people buy good food instead of junk food.



WIC authorizes the following types of stores

- ✓ Food Store - A grocery store licensed under Code of Maryland Regulations (COMAR) 10.15.03 that has no pharmacy on its premises.
- ✓ Pharmacy - A drug store licensed by the State Board of Pharmacy that does not have a food store under the same ownership on its premises.
- ✓ Food Store/Pharmacy Combination - A food store and a pharmacy under the same ownership on the same premises.
- ✓ Commissary - A grocery store located on a military installation and/or owned by the Department of Defense.

Your agreement with the Maryland WIC Program lets you accept checks only from Maryland. If you take them from another state or Washington, D.C., you won't be paid by Maryland.

Who to Call If You Need Assistance

You may call your local agency concerning participants and general questions you have about WIC. The local agency phone numbers and addresses are listed on pages 7 and 8. You may also call the State WIC Office if you have questions about the following subjects (All State WIC staff may be reached at 1-800-242-4WIC (4942), at the direct telephone numbers listed, or, by e-mail.):

Vendor Management/Fraud and Abuse:

James A. Butler
Chief, Vendor Operations and Compliance
410-767-5258
butlerj@dhmh.state.md.us

Vendor applications, and ordering WIC materials:

JoAnn McGowen
Vendor Authorization Coordinator
410-767-5251
mcgowenj@dhmh.state.md.us

Vendor Training:

Frances McRae-Washington
Training Services Coordinator
410-767-5433
mkraef@dhmh.state.md.us



Rejected WIC checks and to apply for reimbursement review:

Mr. Gene Nadolny
Financial Unit
410-767-5239
nadolnyg@dhmh.state.md.us

The State WIC Office administers the WIC Program in Maryland, and the functions listed are performed by the WIC employees named above. The local WIC agencies primarily handle the clinical and administrative duties having to do with WIC participants. Participants are certified, have the WIC rules and regulations explained to them, and receive their checks through the local agencies.

Although the State and local agencies have different primary responsibilities, they cooperate to make WIC work. Each local agency has a vendor liaison that will be happy to help you. In general, you should call the State agency with questions concerning vendor matters and the local agencies first concerning participant matters. The following two pages list each local WIC agency in Maryland, their phone numbers, the counties they serve, and the local agency identification numbers found on the upper left hand corner of the checks.



MARYLAND WIC PROGRAM LOCAL WIC AGENCIES

Allegany (0101)

Allegany County WIC Program
P.O. Box 1745
12500 Willowbrook Road S.E.
Cumberland, MD 21502
Phone: 301-724-3750
Fax: 301-777-5674

Anne Arundel (0202)

Anne Arundel County WIC Program
North County Health Services Center
791 Aquahart Road
Glen Burnie, MD 21061
Phone: 410-222-6797
Fax: 410-222-6679

Baltimore County (0303)

Baltimore County WIC Program
Drumcastle Gov't Center, 3rd Floor
6401 York Road
Baltimore MD 21212
Phone: 410-887-6003 or 6004
Fax: 410-887-6007

Mid-Shore (0505/0520/0509)

Caroline/Talbot/Dorchester

Caroline County WIC Program
403 S. 7th Street
Denton, MD 21629
Phone: 410-479-8060
Fax: 410-479-4417

Carroll (0606)

Carroll County WIC Program
P.O. Box 845
290 S. Center St.
Westminster, MD 21158
Phone: 410-876-4898 or 4899
Fax: 410-876-4459

Howard (1313)

Howard County WIC Program
10630 Little Patuxent Pkwy.
Columbia, MD 21044
Phone: 410-313-7510/313-7513
Fax: 410-313-7502

Southern Maryland

Charles/St. Mary's/Calvert (0808/0818/0804)

Southern Maryland WIC Program
Box 640/8 Garrett Ave
LaPlata, MD 20646
Phone: Charles 301-609-3759
St. Mary's 301-475-4348
Calvert 410-535-5400
Lexington Park 301-737-5562
Fax: 301-609-8564

Frederick (1010)

Frederick County WIC Program
350 Montevue Lane
Frederick, MD 21702
Phone: 301-694-2507
Fax: 301-631-3193

Garrett (1111)

Garrett County WIC Program
2008 Maryland Highway
Mountain Lake Park, MD 21550
Phone: 301-334-7710
Fax: 301-334-6548

Harford (1212)

Harford County WIC Program
Aberdeen Community Service Building
35 N Philadelphia Blvd., 3rd Floor
Aberdeen, MD 21001
Phone: 410-273-5656
Fax: 410-273-5660

Cecil County WIC Program (1207)

401 Bow Street
Elkton, MD 21921
Phone: 410-996-5452
Fax: 410-996-5179

Prince George's County**Prince George's (1616)**

Prince George's County WIC Program
9314 Piscataway Road
Clinton, MD 20735
Phone: 301-856-9531
Fax: 301-856-9609

Greater Baden WIC Program (2626)

Walker Mill Shopping Center
1472 Addison Road South
Capitol Heights, MD 20743
Phone: 301-324-1873
Fax: 301-324-2415

Upper Eastern Shore**Queen Anne's/Kent (1717/1714)**

Queen Anne's County WIC Program
206 N. Commerce Street
Centreville, MD 21616
Phone: Queen Anne's 410-758-0720
Kent 410-810-0125
Fax: 410-758-2838

Washington (2121)

Washington County WIC Program
140 W. Franklin Street, Suite 200
Hagerstown, MD 21740
Phone: (240) 313-3335
Fax: (240) 313-3313

Lower Eastern Shore**Wicomico/Worcester/Somerset****2222/2223/2219**

Wicomico County Health Department
108 East Main Street
Salisbury, MD 21801
Phone: 410-749-2488
Fax: 410-548-5166

CCI-Montgomery (2515)

Community Clinic, Inc.
15850 Crabbs Branch Way, Suite 350
Rockville, MD 20855
Phone: 301-762-9426
Fax: (301) 762-4234

Baltimore City Local Agencies**Baltimore City Health Department (3030)**

Baltimore City WIC Program
621 N. Eden Street
Baltimore, MD 21205
Phone: 410-396-9423
Fax: 410-276-1178

Johns Hopkins (3232)

Johns Hopkins WIC Program
111 Market Place, 8th Floor, Suite 850
Baltimore, MD 21202
Phone: 410-223-1658
Fax: 410-223-1657

University (3434)

University of Maryland WIC Program
4536 Edmondson Avenue
Baltimore, MD 21229
Phone: Edmondson 410-328-0352
Healthy Start 410-225-9835
Lombard Street 410-706-1761
Fax: 410-328-0360

Vendor Authorization



The State WIC Agency has to be sure that food is distributed correctly so we carefully select vendors. In order to be selected and be an authorized WIC vendor, a store must:

- ✓ Submit a completed application;
- ✓ Be licensed to do business in Maryland;
- ✓ Operate at a fixed location;
- ✓ Be authorized to accept food stamps (unless a pharmacy or military commissary);
- ✓ Have, from the time of application and thereafter, the required minimum stock;
- ✓ Comply with federal and state laws;
- ✓ Maintain sanitary conditions;
- ✓ Pass an on-site review (an inspection of the store) conducted by the State Agency to determine if the minimum requirements for authorization have been met;
- ✓ With the exception of pharmacies and military commissaries, have prices that do not exceed 125% of the average prices in the store's peer group;
- ✓ Complete, sign and submit a 2 original Vendor Agreements;
- ✓ Accept training from the State Agency; and
- ✓ Not be under suspension or disqualification from the WIC Program or the Food Stamp Program.

If a store is denied authorization, the State Agency will let the store know the reason and how to file an appeal. **Appeals must be filed within 10 days of the applicant's receipt of the notice of denial of authorization.**

On-Site Review

The following two pages consist of the form that the State WIC Agency uses to conduct an on-site review of an applicant's store. The on-site review will be done within 60 days of receipt of an application. **Advance notice to the vendor of an on-site review is not provided.** The required minimum stock must be in the store at the time of application.





Maryland WIC Program

Retail Vendor On-Site Review Form

01/13/2006

1. Store Name JB's MARKET		2. Date		2a. Vendor/Applicant ID C81	
3. Street Address 123 Any Street				4. Phone # (410) 767-5258	
5. City Baltimore		6. County Baltimore City		7. Zip Code 21201	
8. Check One: Food Store <input type="checkbox"/> Pharmacy <input type="checkbox"/> Combination <input type="checkbox"/>				8a. Number <input type="checkbox"/>	
9. Answer A-F Yes or No		Circle Type of License(s):		Food Store <input type="checkbox"/> Pharmacy <input type="checkbox"/>	
A. Current License? _____		Issuing Agency: DHMH State Board of Pharmacy			
B. Handicapped Access? _____				C. Fixed Location? _____	
D. Minimum Stock ? (From 11 Below) _____				If No, was the Store Room Checked? _____	
E. Sanitary? _____ If not, list conditions in #14				F. STARS Check O.K.? _____	

10. Minimum Stock:		11. Food Item Prices:				
	O.K?	If No, enter how much was there	Brand/Type	Quantity	Price Min Max	
Ounces Gerber Dry Infant Cereal (2 kinds 128 oz. total, 16, 8oz. boxes)	<input type="checkbox"/>	_____	_____	OZ	_____	_____
32-Ounce Containers Gerber Infant Juice (3 flavors/15, 32oz. bottles)	<input type="checkbox"/>	_____	_____	OZ	_____	_____
Gals Unflavored Pasteurized Fluid Milk (24 gal.3 varieties)	<input type="checkbox"/>	_____	_____	GAL	_____	_____
Dozen Eggs (12 Dz)	<input type="checkbox"/>	_____	_____	DOZ	_____	_____
Ounces Or Less Cereal (6 kinds/total of 288 oz.)	<input type="checkbox"/>	_____	_____	OZ	_____	_____
46 Ounce Juice Or 10 To 12 Ounce Concentrate Juice (2 br/2 var. 24, 46oz. container)	<input type="checkbox"/>	_____	_____	OZ	_____	_____
Ounces Or Less Peanut Butter (6, 17-18oz jars)	<input type="checkbox"/>	_____	_____	OZ	_____	_____
Pound Dry Beans, Peas, Or Lentils (3 kinds/10, 1lb. pks)	<input type="checkbox"/>	_____	_____	LB	_____	_____
Ounces Or Less Fresh Or Canned Carrots (5, 1lb packages)	<input type="checkbox"/>	_____	_____	OZ	_____	_____



Maryland WIC Program

Retail Vendor On-Site Review Form

01/13/2006

10. Minimum Stock:	O.K?	If No, enter how much was there	Brand/Type	Quantity	Price Min	Max
Ounces Or Less Canned Tuna (6, 6 or 6 1/8 oz.)	<input type="checkbox"/>	_____	_____	_____ OZ	_____	_____
Ounces Or Less Domestic Cheese (24 lbs, 4 varieties)	<input type="checkbox"/>	_____	_____	_____ OZ	_____	_____
12-Ounce Cans Evaporated Milk (16 12oz. cans)	<input type="checkbox"/>	_____	_____	_____ OZ	_____	_____
Enfamil Lipil W/Iron, Concentrate, 13 Ounce Can (62, 13 oz. cans)	<input type="checkbox"/>	_____	_____	_____ OZ	_____	_____
Enfamil Lipil W/Iron, Powder, 12.9 Ounce Can (10 cans)	<input type="checkbox"/>	_____	_____	_____ OZ	_____	_____
Prosobee Lipil, Concentrate, 13 Ounce Can (62, 13 oz. cans)	<input type="checkbox"/>	_____	_____	_____ OZ	_____	_____
Prosobee Lipil, Powder, 12.9 Ounce Can (10 cans)	<input type="checkbox"/>	_____	_____	_____ OZ	_____	_____

12. I have reviewed this report of the on-site review and I agree ____/disagree ____ with its accu

13. Store Representative's Comments: _____

Signature _____ Date _____

Printed Name _____ Title _____

14. WIC Representative's Comments: _____

Signature _____ Date _____

Printed Name _____ Title _____

Required Minimum Stock



Applicant and authorized food store vendors are required to maintain the following quantities of WIC authorized foods on their premises during their business hours:

<u>Food Category</u>	<u>Brand/Variety</u>	<u>Amount</u>
Fluid Milk (Gallons only)	3 varieties	24 gallons
Evaporated Milk	1 brand	16-12 ounce cans
Medium or Large Eggs	1 brand	12 dozen
WIC Cereal	6 varieties	288 ounces
Domestic Cheese	4 varieties	24 pounds
100% Juice	2 brands/2 varieties	24-46 ounce containers
Frozen Concentrate Juice	2 brands/2 varieties	12 10-12 ounce cans
Infant Juice	Gerber/ 3 varieties	15-32 ounce containers
Infant Cereal	Gerber/2 varieties	128 ounces
Peanut Butter	1 brand	6 17-18 ounce jars
Dry Beans, Peas, or Lentils	1 brand	10-1 pound pkgs. 3 varieties
Tuna in Water	1 brand	6- 6 ounce or 6 1/8 ounce cans
Fresh Carrots	1 brand	5- 1 pound pkgs.
Canned Carrots	1 brand	5 cans 16 ounce or less

Milk based

Liquid Concentrated Enfamil w/Iron Lipil	62 – 13 ounce cans
Powdered Enfamil w/Iron Lipil	10 – 12.9 ounce cans

Soy based

Liquid Concentrated Prosobee Lipil	62 – 13 ounce cans
Powdered Prosobee Lipil	10 – 12.9 ounce cans

Pharmacies are not required to carry a minimum stock. Pharmacies and combination food store/pharmacies must be able to provide, within 48 hours of request (excluding weekends and holidays), any of the following special formulas:

Mead Johnson: (1-800-426-7876)	Enfamil AR Lipil EnfaCare Lipil Enfamil Lipil with Iron Enfamil with Iron Lipil, Premature 20 cal/ounce Enfamil with Iron Lipil, Premature 24 cal/ounce Gentlease Lipil Nutramigen Lipil Portagen Pregestimil Lipil Prosobee Lipil Enfamil Next Step Prosobee Lipil EnfaCare Lipil Kindercal Kindercal with Fiber Kindercal TF
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Ross: (1-800-551-5840)	Similac with Iron Similac Advance with Iron *Isomil *Isomil Advance *Similac Lactose Free Advance *Similac NeoSure Advance Similac Special Care Advance w/iron 20 cal/oz Similac Special Care Advance w/iron 24 cal/oz *Alimentum Advance Similac PM 60/40 EleCare Pediasure (“Kid Approved”) Pediasure Enteral Formula Pediasure with Fiber Pediasure Enteral Formula with Fiber Ensure
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Ensure Plus
Ensure with Fiber
Jevity
Suplena
Nepro

Nestle formulas:
(818-549-5957)

Good Start Supreme (Purple can)
Good Start Supreme Soy DHA & ARA (Blue can)
Peptamen Junior powder, ready-to-use
Nutren Junior

Scientific Hospital Supplies:
(1-800-365-7354)

Neocate Infant
Neocate One Plus
Pediatric EO28

Hormel Health Labs:
(1-800-569-7828)

ProPeptide for Kids
ProPeptide

Novartis Nutrition:
(1-800-333-3785)

Boost
Boost with Fiber
Boost High Protein
Boost Plus
Resource Just for Kids 1.5 (cal/cc)
Vivonex Pediatric

* Indicates formulas that **always** contain iron. Checks may not always read “with Iron.”

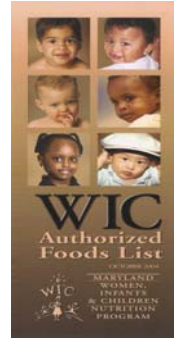
Maryland WIC Authorized Vendor Infant Formula Supplier Directory

Below are infant formula sources for Maryland WIC authorized vendors. As a Maryland WIC authorized vendor, infant formula may only be obtained from the sources provided in this directory. If you do not see your current source listed please contact this office at 410-767-5258 or 1-800-242-4942 (toll free) for guidance. **Note: You may have a different address for the same sources, which is acceptable.** You may change your source at any time provided your new source is listed. This directory will be updated annually and is also available online at www.mdwic.org

Manufacturers	Distributors
Mead Johnson 282 Galahad Drive Rochester, NY 14623-5508 585-334-9377	Cardinal Health 1120 Commerce Blvd Swedesboro, NJ 08085 301-341-4308
Nestle USA 800 North Brand Blvd Glendale, CA 91203 617-770-2638	I 95 Inc 1615 Wicomico Street Baltimore, MD 21230 410-347-5740
PBM Nutritionals 147 Industrial Park Road Georgia, VT 05468-2109 800-959-2066 x131	Jetro 3405 Annapolis Road Baltimore, MD 21227 410-354-1500
Solus Products, LLC 8910 Purdue Road, Suite 230 Indianapolis, IN 46268	Moran Foods, Inc. 9822 Prosperity Lane Williamsport, MD 21795 800-828-1530
Ross Products Division/Abbott Labs. 4900 Hopyard Road, Suite 300 Pleasanton, CA 94566	Supervalu, Inc 8258 Richfood Road Mechanicsville, VA 23116 800-444-7424
	Supervalu, Inc. 3900 Industrial Road Harrisburg, PA 17110 717-232-6821

Distributors	Distributors
Food Lion Distribution Center #7 Lot 16 Commerce Ave Greencastle, PA 17225 717-597-1100	Lancaster Distribution Center 500 S Muddy Creek Road Denver, PA 17517 717-335-4000
Wholesalers	Wholesalers
Associated Wholesalers, Inc Route 422 Robesonia, PA 19551-0067 800-927-7771	AWI 600 Arsenal Road York, PA 17402 717-854-1505
B-Green Cash & Carry 1300 S Monroe St Baltimore, MD 21230 410-539-6134	B-Green Cash & Carry 2401 Belair Road Baltimore, MD 21213 410-563-0323
Bill's Wholesale Grocery, Inc. 211 Meadows Ridge Drive Mt. Norris, PA 15349 800-288-2565	Bozzuto's, Inc. 275 Schoolhouse Road Cheshire, CT 06410 800-243-9761
C & S Wholesale Grocers 100 Quality Circle, Suite 107 Harrisburg, PA 17112 717-657-7720	George J. Falter P O Box 24176 Baltimore, MD 21227 800-322-3491
Economy Wholesale Co. P O Box 346 Lavale, MD 21502 301-724-0202	Nash Finch Company 1100 Prosperity Ave Lima, OH 45802 800-472-1847
Maryland Cash & Carry 1808 N Patterson Park Ave Baltimore, MD 21213 410-558-2047	

WIC Authorized Foods



The following is a list of the foods authorized for purchase with WIC checks. WIC participants or their representatives may use their checks to buy only the types and amounts of authorized foods listed on the checks. Always refer to your WIC Authorized Foods List to verify WIC authorized foods.

Domestic Cheese:

American (pasteurized, processed), Mozzarella, Colby, Provolone, Monterey Jack, Cheddar (mild, sharp, extra sharp), and Swiss (included baby Swiss). Cheese may be in multiple packages up to 16 ounces.



Not allowed: Imported or shredded cheese, cheese foods, cheese products, cheese spreads, cheese dips, cheese balls, cheese with wine, nuts, seeds, jalapenos or pimentos, cheese and cracker packs, organic cheese. No string cheese, cracker cuts, cubes, cheese shapes, individually portioned cuts or Deli-sliced cheese.

Milk:

Fluid in gallons (**Gallons only, unless specified on check**)

Nonfat (skim), Low fat (1%), Reduced fat (2%), Whole, Sweet Acidophilus. (**Store brand when available**).



Lactose-reduced or lactose-free (1/2 gallon size only) (**Note: WIC now prescribes Lactose-reduced milk packages, therefore, checks will indicate if Lactose-reduced milk has been prescribed**)

Calcimilk, Sweet Acidophilus, Kosher

Other milks such as evaporated, Ultra High Temperature (UHT) allowed only if written on check.

Not allowed: No organic milk, buttermilk, soy milk, milk with soy protein added, sweetened condensed milk, goat milk, chocolate milk, or flavored milk.

Eggs

Medium or large white only (**store brand when available**).

Not allowed: No brown, organic, fertile, free range, egg substitute, low cholesterol, Davidsons, Eggland's Best, Land-O-Lakes, Omega, or other specialty eggs.



Peanut Butter

Includes but not limited to any brand (plain, smooth, crunchy, extra crunchy, creamy).
Honey roasted allowed.

Not allowed: No organic, reduced fat, mixtures with things such as jams, jellies, chocolate, or honey, or squeeze tubes. **No peanut butters that need to be mixed.**



Beans and Peas

Any variety plain.

Allowed when written on check: canned baked beans without meat or meat additives, canned plain beans without sauce.

Not allowed: No organic beans or peas, soup mixes, green beans, wax beans, or canned green peas. **No bulk.**



Infant Formula

Brand, size, and type written on the check.

NOTE: Pharmacies and Food/Pharmacy combination vendors must obtain non-contract WIC formulas prescribed on WIC checks within 48 hours excluding weekends and holidays.



Infant Cereal

Brand and size written on check.

Not allowed: Cereal mixed with fruit and/or infant formula, cereal in jars, cans, or microwaveable containers, or Gerber "Graduates."

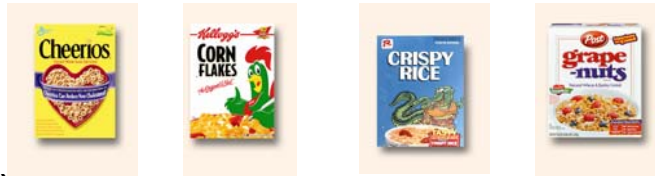


Infant Juice

Brand and size written on check.

Not allowed: Juice/yogurt blends, organic juices, Gerber "Graduates."





Cereal:
(not to exceed 36 oz.)

General Mills	Cheerios (plain or multi-grain plus) Chex (corn, rice, multi-bran and wheat), Kix (plain), and Wheaties.
Kellogg's	Corn Flakes, Crispix (Plain), Special K (Plain), Complete Oat Bran Flakes, Complete Wheat Bran Flakes.
Post	Grape-Nuts, Grape-Nuts Flakes and Honey Bunches of Oats (honey roasted, almond).
Nabisco	Cream of Wheat (1 minute, 2 ½ minute, 10 minute, instant original flavor).
Quaker	Instant Grits (original flavor), Instant Oatmeal (regular flavor), and Sun Country Quick Oats.

Crispy Rice/Crisp Rice (store brands only)

Best Yet, Food Lion, Giant Eagle, Great Value, Hy-Top, Malt-O-Meal, Parade, Ralston, Saver's Choice, Super G, and Weis.

Frosted Shredded Wheat (store brands only)

Best Yet, Finast, Foodland, Food Lion, Giant, Hy-Top, IGA, Malt-O-Meal, Parade, Ralston, Red & White, Richfood, Safeway, Shurfine.

Juice in 46 oz. containers (cans or plastic bottles)



Acme (Pineapple), **Apple & Eve** (Apple), **America's Choice** (Pineapple), **Best Yet** (Apple, Grapefruit, Orange, Pink Grapefruit, Pineapple, Tomato, Vegetable), **Campbell's** (Tomato, Healthy Request, Low Sodium, Plain), **Del Monte** (Tomato), **Dole** (Pineapple), **Donald Duck** (Grapefruit, Pink Grapefruit, Orange), **Finast-Orchard** (Pineapple), **Flavorite** (Orange, Vegetable), **Food Lion** (Orange), **Giant or Super G** (Grapefruit, Orange, Pineapple, Vegetable), **Giant Eagle** (Orange, Pineapple, Vegetable), **Giant-Orchard Harvest** (Pineapple), **Great Value** (Apple, Grape (purple), Grapefruit, Pineapple, Pink Grapefruit, Tomato), **Hawaiian Gold** (Pineapple), **IGA** (Apple, Pineapple, Tomato, Vegetable), **Juicy Juice** (Apple, Apple-Grape, Berry, Cherry, Grape, Kiwi-Strawberry, Mango, Orange-Tangerine, Tropical, Peach, Strawberry, White-Grape – **Punch not allowed**), **Lucky Leaf** (Apple), **Musselman's** (Apple), **Northland** (Cranberry, Cranberry-Blackberry, Cranberry-Blueberry, Cranberry-Grape, Cranberry-Raspberry), **Red & White** (Apple, Grapefruit, Orange, Pineapple),

Allowed only if written on check: individual 5.5 and 6 oz. cans and 8.45 oz. juice boxes of above brands.



Juice 10 to 12 oz. Frozen Concentrate

Acme (Orange*), **Best Yet** (Apple, Grapefruit, Orange*), **Dole** (Pineapple, Pineapple-Orange, Pine-Orange-Banana, Pine-Orange-Strawberry, Orange-Peach-Mango, Orange-Strawberry-Banana), **Donald Duck** (Orange*), **Flavorite** (Grapefruit), **Foodland** (Orange*), **Food Lion** (Apple, Grapefruit, Orange*), **Giant or Super G** (Pineapple-Orange), **Great Value** (Apple, Grape (purple), Grapefruit, Orange*), **IGA** (Apple, Grapefruit, Orange*), **Minute Maid** (Apple, Grapefruit, Orange*, Orange-Tangerine*, Orange Passion*, Orange with C & E plus zinc*), **Old Orchard** (Apple, Apple-Cherry, Apple-Cranberry, Apple-Kiwi-Strawberry, Apple Passion Mango, Apple-Raspberry, Apple-Strawberry-Banana, Cranberry Blend, Cranberry-Raspberry, Orange*, Pineapple-Orange, Grape, Pineapple-Orange-Banana, Red Ruby Grapefruit, White Grape, ***Punch not allowed***), **Richfood** (Apple, Orange*), **Tropicana** (Orange*), **Weis** (Orange*), **Welch's 100%** (Grape, White Grape, White Grape-Cranberry, White Grape-Peach, White Grape-Pear, White Grape-Raspberry, ***(Allowed juices have a yellow tear strip)***).

***Orange Juices** (includes but not limited to: low acid, country style, calcium fortified, with pulp)

Shelf Stable (unrefrigerated concentrate) 10 to 12 ounce



Juicy Juice - Apple, Berry, Cherry, Cranberry-Apple, Grape, Kiwi-Strawberry, White Grape (**Cans have a yellow strip**).

Welch's – Apple, Cherry Sensation, Fruit Fantastic, Grape, Strawberry-Raspberry, Tropical Passion, White Grape, Wild Berry (**Cans have a yellow strip**).

Not allowed Juice in glass bottles or cartons, fresh squeezed juice, juice drinks or cocktails, sweetened juices, fruit punches, organic juice.

Carrots

Fresh carrots, baby carrots, canned carrots packed in water.



Not allowed Grated carrots, carrots from the salad bar, organic carrots, frozen carrots.

Tuna

Chunk Light packed in water (any brand).

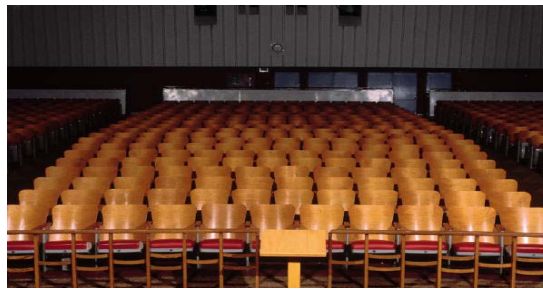


Not allowed: White Albacore, fresh tuna, tuna packed in oil, tuna in cans or packages smaller than 5.5 oz, low sodium tuna, foil packs, or lunch kits/packs.

Vendor Training

All stores that have been approved for WIC authorization must attend training before they can accept WIC checks. This first training is for managers and supervisors so they can train their employees to accept and process WIC checks. This training is normally scheduled as soon as possible after approval of an application. The number of vendors attending varies according to how many applications have been approved prior to the scheduled training date.

The other required training is provided annually. **All current WIC vendors must attend annual training in order to maintain their WIC authorizations.** This is usually offered in the fall in each region of Maryland. There is always a review of WIC procedures and new topics that have come up in the past year. This is also a good opportunity for vendors to provide the WIC Program with feedback and suggestions. Significant changes have come about that started out as suggestions from vendors.



Cashier Training

The WIC Program also offers cashier training to current WIC vendors. This training is not required but all vendors are encouraged to take advantage of it. Those who accept the training have fewer errors on WIC checks and fewer checks rejected by the bank. Cashier training is offered during the year in each region of Maryland. The cashier trainings will be scheduled regionally and all vendors in the region will be notified of the upcoming training. Pre-registration is required.

The WIC Program may mandate training for a vendor with a high rate of errors, rejected checks or complaints. A vendor that fails to attend training mandated by the WIC Program may have its WIC authorization terminated.

The Participant Identification Folder

The Participant Identification Folder is yellow in color and is a tri-fold document. It must be presented by the participant or the person shopping for the participant when using WIC checks. It is the only form of identification a vendor may require. Whoever uses the folder must have their signature on it. Be sure to check the three items below before you accept a WIC Check:

The Maryland WIC Program
Better Nutrition for a Brighter Future

WIC Participant Identification Folder

Names of Participants (Print)	WIC I.D. Number

Persons Authorized to Sign WIC Checks

#1 _____

#2 _____
Proxy Signature

#3 _____
Proxy Signature

FOLDER VALID ONLY
WITH STAMP HERE:

Local WIC Agency

There must be at least one name (first and last) with a WIC I.D. number. There may be as many as six names, each with a different number. The check being used must match a name and I.D. number listed here.

NOTE: There are instances in which a participant number will not appear on the check (e.g. manually issued checks)

There must be at least one signature and there may be up to three. One signature must match the signed name on the WIC check.

There must be a local agency stamp.



The Vendor Identification Stamp

Upon authorization, the WIC Program will provide each vendor with two identification stamps with the MD WIC VENDOR and the vendor's WIC I.D. number on it. Each vendor has its own vendor identification number and may use it only for checks redeemed in their store. All WIC checks the vendor deposits must be stamped in the place provided on the front of the check.

- ✓ Use regular, black stamp pad ink, not quick-drying ink. The stamp has a pull out tray for re-inking.
- ✓ Clean the stamp regularly to prevent an illegible impression.
- ✓ Do not use chemicals that may damage the rubber.
- ✓ Make one clear impression onto the check. **A smeared impression will cause the check to be rejected.**
- ✓ Keep your stamp in a secure place to prevent its fraudulent use.
- ✓ Do not use your stamp on a check that your store did not redeem.
- ✓ Replacement stamps can be ordered utilizing the following specifications:
 - Size: 9/16" x 1 1/2"
 - Vendor Number and "MD. WIC VENDOR" must be the same size and in the same location
 - Black ink
 - **You may use a supplier of your choice, or you may contact Maryland Rubber Stamp Company at 410-342-9100. Ask for Brenda or Barbara.**
- ✓ If for any reason, your store is no longer a WIC vendor, you must return the stamps to the State WIC Office.



Processing the WIC Check



At the cash register:

- ✓ A WIC identification folder must be shown in order to make a WIC purchase. If the customer does not present the identification folder, ask for it.
- ✓ Check the purchase dates at the top of the check. The check cannot be accepted before the “First Date to Spend” or after the “Last Date to Spend.”
- ✓ You may optionally fill in the date redeemed (located between the First Date to Spend” and “Last Date to Spend.”
- ✓ Look at the WIC check to see if it has been altered. If it has, do not accept it.
- ✓ Make sure the WIC customer has separated the WIC foods. The WIC foods must be grouped by check and separated from all other purchases. Checks may only be used for the type and amount of food written on the check in the designated area. **DO NOT USE THE FOOD PACKAGE IDENTIFIED ON THE CHECK TO COMPARE WHAT IS BEING PURCHASED. Always use the information contained in the food prescription box. No substitutions are allowed.** The WIC customer does not have to buy everything on the check so make sure you scan or count each item. **Don’t assume everything on the check is being purchased.**
- ✓ Make sure that only authorized foods are being purchased. Refer to your authorized foods list. Remember though, that some special foods are not listed on the authorized foods list. Go by exactly what is written on the check.
- ✓ **Rain checks may not be given for WIC food that is out of stock.**
- ✓ WIC customers may use cents-off coupons and bonus cards. The value of the coupons must be deducted from the sale price. **No cash can be given back to the WIC customer.**
- ✓ Each check is processed as a separate sale. Add up the cost of the food purchased on each check and enter the price in ink in the block at the right side of the check.
- ✓ Be sure that the WIC customer signs each check in ink on the signature line at the bottom of the check after you have entered the price. If you make a mistake entering the price, put a single line neatly through the wrong price and write the correct price in ink above and inside the blocks. Then have the WIC customer sign again on the signature line at the top of the check. Compare the name


signed on the check to the name signed on the WIC identification folder. If the names do not match, you cannot make the sale.

- ✓ If the check cannot be accepted, note the check number, and the name and identification number of the participant. Report the incident to your local WIC agency as soon as possible.
- ✓ If your register does not automatically endorse the check, be sure to endorse it with your store name and bank account number but do not endorse the check over to anyone else.
- ✓ Stamp the check with your vendor identification stamp in the appropriate area on the front of the check.
- ✓ Check for errors that may cause the check to be rejected. If you detect an error do not deposit the check but contact the State WIC office for advice. Also, refer to the section on vendor reimbursements in this manual.
- ✓ Deposit the check as soon as possible. If you deposit it more than 30 days after the "Last Date To Spend," you will not be paid.


On the following page are examples of WIC checks to illustrate the variety of checks and food packages you may see. Special food packages are sometimes issued to people who do not have refrigeration, people who require a kosher diet or to children who require special formulas. However, in several of the food categories, the authorized foods list states that special foods are allowed if the WIC check prescribes them. Remember that the check is the highest authority on what is eligible. Unless the check has been altered, the food listed on the check can be purchased.

If you have questions, or are unsure about an item being prescribed on a WIC check, you should immediately contact your Local WIC Agency, or the State WIC Program.


Maryland WIC Checks

	AGENCY	PARTICIPANT ID NO.	NAME OF PARTICIPANT (LAST, FIRST, M.I.)			CHECK NUMBER
	020209	200 125 278	EXAMPLE, CHILD			24330840
	FIRST DATE TO SPEND	January 06, 2006	DATE REDEEMED	STORE USE ONLY	LAST DATE TO SPEND	February 02, 2006
FOOD PACKAGE: C2/C3/C4-2# CHEESE TO BE USED FOR THESE ITEMS & QUANTITIES ONLY: <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> 1 dozen eggs 1 gals unflavored pasteurized fluid milk 2 46 ounce juice or 10 to 12 ounce concentrate juice 16 ounces or less domestic cheese </div>						CASHIER FILL IN EXACT AMOUNT OF SALE DOLLARS CENTS
PARTICIPANT OR PROXY SIGN FOR PRICE CORRECTION ONLY <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> NON-NEGOTIABLE WTRAIN </div>						CHECKS NOT VALID UNLESS STAMPED BY AUTHORIZED WIC VENDOR
Maryland WIC Program Payable through FSMC An Affiliate of Security State Bank Howard Lake, MN 55349 Account Number: 806610	75-1248 919	SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY X			VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DATE TO SPEND	

⑈ 24330840 ⑈ ⑆091912482⑆ 806610⑈

	AGENCY	PARTICIPANT ID NO.	NAME OF PARTICIPANT (LAST, FIRST, M.I.)			CHECK NUMBER
	020209	200 125 278	EXAMPLE, CHILD			24330841
	FIRST DATE TO SPEND	January 06, 2006	DATE REDEEMED	STORE USE ONLY	LAST DATE TO SPEND	February 02, 2006
FOOD PACKAGE: C2/C3/C4-2# CHEESE TO BE USED FOR THESE ITEMS & QUANTITIES ONLY: <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> 1 dozen eggs 1 gals unflavored pasteurized fluid milk 2 46 ounce juice or 10 to 12 ounce concentrate juice 16 ounces or less domestic cheese 18 ounces or less peanut butter OR 1 pound dry beans or peas or lentils </div>						CASHIER FILL IN EXACT AMOUNT OF SALE DOLLARS CENTS
PARTICIPANT OR PROXY SIGN FOR PRICE CORRECTION ONLY <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> NON-NEGOTIABLE WTRAIN </div>						CHECKS NOT VALID UNLESS STAMPED BY AUTHORIZED WIC VENDOR
Maryland WIC Program Payable through FSMC An Affiliate of Security State Bank Howard Lake, MN 55349 Account Number: 806610	75-1248 919	SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY X			VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DATE TO SPEND	


⑈ 24330841 ⑈ ⑆091912482⑆ 806610⑈

	AGENCY	PARTICIPANT ID NO.	NAME OF PARTICIPANT (LAST, FIRST, M.I.)			CHECK NUMBER
	020209	200 125 278	EXAMPLE, CHILD			24330842
	FIRST DATE TO SPEND	January 06, 2006	DATE REDEEMED	STORE USE ONLY	LAST DATE TO SPEND	February 02, 2006
FOOD PACKAGE: C2/C3/C4-2# CHEESE TO BE USED FOR THESE ITEMS & QUANTITIES ONLY: <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> 2 gals unflavored pasteurized fluid milk 36 ounces or less cereal </div>						CASHIER FILL IN EXACT AMOUNT OF SALE DOLLARS CENTS
PARTICIPANT OR PROXY SIGN FOR PRICE CORRECTION ONLY <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> NON-NEGOTIABLE WTRAIN </div>						CHECKS NOT VALID UNLESS STAMPED BY AUTHORIZED WIC VENDOR
Maryland WIC Program Payable through FSMC An Affiliate of Security State Bank Howard Lake, MN 55349 Account Number: 806610	75-1248 919	SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY X			VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DATE TO SPEND	


⑈ 24330842 ⑈ ⑆091912482⑆ 806610⑈

MANUAL WIC CHECK


(Note: Manual WIC checks do not have Participant I.D. numbers on them)

	AGENCY	PARTICIPANT ID NO.	NAME OF PARTICIPANT (LAST, FIRST, M.I.)				CHECK NUMBER
	020000	MANUAL	SAMPLE PARTICIPANT				24330837
	FIRST DATE TO SPEND	DATE REDEEMED	STORE USE ONLY	LAST DATE TO SPEND	CASHIER FILL IN EXACT AMOUNT OF SALE		
FOOD PACKAGE: C1--1# CHEESE (1 of 3) TO BE USED FOR THESE ITEMS & QUANTITIES ONLY:					PARTICIPANT OR PROXY SIGN FOR PRICE CORRECTION ONLY		
1 dozen eggs 1 gals unflavored pasteurized fluid milk 2 46 ounce juice or 10 to 12 ounce concentrate juice 2 46 ounce or less domestic cheese					DOLLARS CENTS \$		
NON-NEGOTIABLE WTRAIN					CHECKS NOT VALID UNLESS STAMPED BY AUTHORIZED WIC VENDOR		
					VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DATE TO SPEND		
Maryland WIC Program Payable through FSMC An Affiliate of Security State Bank Howard Lake, MN 55349 Account Number: 806610	75-1248 919	SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY X					

24330837 09191248 806610

	AGENCY	PARTICIPANT ID NO.	NAME OF PARTICIPANT (LAST, FIRST, M.I.)				CHECK NUMBER
	020000	MANUAL	SAMPLE PARTICIPANT				24330838
	FIRST DATE TO SPEND	DATE REDEEMED	STORE USE ONLY	LAST DATE TO SPEND	CASHIER FILL IN EXACT AMOUNT OF SALE		
FOOD PACKAGE: C1--1# CHEESE (2 of 3) TO BE USED FOR THESE ITEMS & QUANTITIES ONLY:					PARTICIPANT OR PROXY SIGN FOR PRICE CORRECTION ONLY		
1 dozen eggs 1 pound dry beans, peas, or lentils 2 46 ounce juice or 10 to 12 ounce concentrate juice 2 gals unflavored pasteurized fluid milk					DOLLARS CENTS \$		
NON-NEGOTIABLE WTRAIN					CHECKS NOT VALID UNLESS STAMPED BY AUTHORIZED WIC VENDOR		
					VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DATE TO SPEND		
Maryland WIC Program Payable through FSMC An Affiliate of Security State Bank Howard Lake, MN 55349 Account Number: 806610	75-1248 919	SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY X					


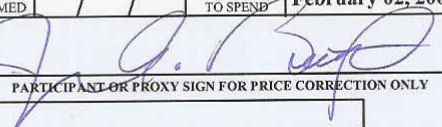

24330838 09191248 806610

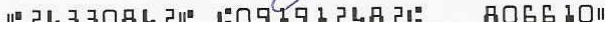
	AGENCY	PARTICIPANT ID NO.	NAME OF PARTICIPANT (LAST, FIRST, M.I.)				CHECK NUMBER
	020000	MANUAL	SAMPLE PARTICIPANT				24330839
	FIRST DATE TO SPEND	DATE REDEEMED	STORE USE ONLY	LAST DATE TO SPEND	CASHIER FILL IN EXACT AMOUNT OF SALE		
FOOD PACKAGE: C1--1# CHEESE (3 of 3) TO BE USED FOR THESE ITEMS & QUANTITIES ONLY:					PARTICIPANT OR PROXY SIGN FOR PRICE CORRECTION ONLY		
2 gals unflavored pasteurized fluid milk 28 ounces or less cereal					DOLLARS CENTS \$		
NON-NEGOTIABLE WTRAIN					CHECKS NOT VALID UNLESS STAMPED BY AUTHORIZED WIC VENDOR		
					VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DATE TO SPEND		
Maryland WIC Program Payable through FSMC An Affiliate of Security State Bank Howard Lake, MN 55349 Account Number: 806610	75-1248 919	SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY X					



24330839 09191248 806610

Corrected WIC Check

Draw a single line through the incorrect price and write the correct price directly above it. Note: **You must have the customer sign on the price correction line!** Improperly corrected WIC checks are rejected by the bank and will not be paid.

	AGENCY	PARTICIPANT ID NO.	NAME OF PARTICIPANT (LAST, FIRST, M.I.)			CHECK NUMBER
	020209	200 125 278	EXAMPLE, CHILD			24330842
	FIRST DATE TO SPEND	January 06, 2006	DATE REDEEMED	STORE USE ONLY	LAST DATE TO SPEND	February 02, 2006
FOOD PACKAGE: C2/C3/C4--2# TO BE USED FOR THESE ITEMS & QUANTITIES ONLY:						CASHIER FILL IN EXACT AMOUNT OF SALE DOLLARS CENTS 18 29 \$ 17 ¹⁸ 99
2 gals unflavored pasteurized fluid milk 36 ounces or less cereal NON-NEGOTIABLE WTRAIN						PARTICIPANT OR PROXY SIGN FOR PRICE CORRECTION ONLY 
Maryland WIC Program Payable through FSMC An Affiliate of Security State Bank Howard Lake, MN 55349 Account Number: 806610			SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY 			CHECKS NOT VALID UNLESS STAMPED BY AUTHORIZED WIC VENDOR VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DATE TO SPEND



	AGENCY	PARTICIPANT ID NO.	NAME OF PARTICIPANT (LAST, FIRST MI.)		CHECK NUMBER
	066601	200 012 988	Infant Package, Sample		10833118
FIRST DATE TO SPEND		LAST DATE TO SPEND		CASHIER FILL IN EXACT AMOUNT OF SALE	
October 02, 2002		November 01, 2002			
FOOD PACKAGE: ENFAMIL WIRON CONCENTRATE & CEREAL JUICE					
TO BE USED FOR THESE ITEMS & QUANTITIES ONLY: PARTICIPANT OR PROXY SIGN FOR PRICE CORRECTION ONLY					
<div style="border: 1px solid black; padding: 10px; text-align: center;"> <p>2. 32-ounce containers Gerber</p> <p style="font-size: 2em; color: red; font-weight: bold;">REJECTED</p> </div>					
Maryland WIC Program <small>For use only by the State WIC Office to verify that the check is valid and correctly signed.</small>		SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY X	CHECK NOT VALID UNLESS STAMPED BY AUTHORIZED WIC VENDOR 		
VENDOR MUST RETURN WITHIN 15 DAYS OF LAST DATE TO SPEND					

Bank Rejections and How to Request Payment Review

Rejection Reasons

Future/Post Dated Expire/State Dated
Do Not Redeposit

Vendor Stamp is Missing

Vendor Stamp is Illegible
Do Not Redeposit

Endorsement is Missing

Signature in Pencil or Payment Amount in
Pencil
Do Not Redeposit

Signature/Quantity of Food/Date Altered
Do Not Redeposit

Steps to be Taken

The State WIC Office will not reimburse vendors for checks accepted before the “First Date to Spend” or after the “Last Date to Spend.” You are responsible for these checks.

Stamp the check and redeposit it in the bank within 30 days from the “Last Date to Spend”, or submit it to the State WIC Office within 45 days from the “Last Date to Spend.”

If the check has been processed correctly, send the Check Reimbursement Form, shelf prices, and the original check or bank image with an explanation of the problem to the State WIC Office for payment review.

Stamp the check and redeposit it in the bank within 30 days from the “Last Date to Spend”, or submit it to the State WIC Office within 45 days from the “Last Date to Spend.”

The State WIC Office cannot pay you for the check. Never allow a participant or proxy to sign in pencil and never enter the payment amount in pencil.

Never accept a check that has been obviously tampered with or altered. Never make any changes except for the one allowable price correction. Send the original check or bank image with your shelf prices to the State WIC Office for reimbursement review.

Payment Amount Exceeds Maximum
Do Not Redeposit

Send the original check or bank image with your shelf prices to the State WIC Office for reimbursement review.

Payment Amount Altered Incorrectly
Do Not Redeposit

Always take care to make a price change with a single line through the wrong price and the correct price written within the box. Send the original check or bank image with your shelf prices to the State WIC Office for reimbursement review.

WIC checks must be deposited in the bank within 30 days of the last date to spend. Checks deposited past 30 days from the last date to spend will be rejected by the bank and will not be paid.

The next page is a Check Reimbursement Form. Make copies of it to use in the future.

Complete the form by supplying the following information:

- ✓ Store Name - Your complete store name including store number if applicable.
- ✓ Address - The complete street address of your store.
- ✓ City/State/Zip - The complete city, state and zip code of your store.
- ✓ Contact person - The person WIC should contact if a question arises.
- ✓ Contact phone number - The phone number (including area code) of the contact person.
- ✓ Signature - The person submitting the WIC checks signs here.
- ✓ WIC ID# - Write or stamp your WIC identification number here. This is the same number you stamp onto the checks you have redeemed.
- ✓ Date - The date you are submitting the WIC checks.
- ✓ Total number of checks for which reimbursement is requested - Total number of checks you are submitting for which you are requesting reimbursement. Do not include checks you are sending for which you are not requesting reimbursement.
- ✓ Total amount requested - Add the amounts of all the checks you are submitting for reimbursement and enter the total here.

Mail the form to:

Department of Health and Mental Hygiene
Office of the Maryland WIC Program
201 W. Preston Street, 1st Floor
Baltimore, MD 21201



Maryland WIC Program

CHECK REIMBURSEMENT FORM

TO: Maryland WIC Program
201 W. Preston Street, Room 104
Baltimore, Maryland 21201

FROM: _____
(Store Name) _____ (Contact Person) Print

(Address) _____ (Phone Number)

(City/State/Zip Code) _____ (Signature)

(WIC ID or Corporate #) _____ (Request Date)

RE: CHECK REIMBURSEMENT REQUEST

The bank will reject checks for the reasons listed below. Some checks rejected by the bank may be submitted to the State WIC Office for review. Please refer to the list below to determine which checks can be submitted for review.

Reasons / Errors WIC Will Review for Payment:

Missing Vendor Stamp
Exceeds Maximum Value
Deposited Past 30 Days
Missing Signature
Payment Amount Altered Incorrectly
Illegible Vendor Stamp
Previously Rejected
Price Correction Signature Missing/ Mismatched
Payment Amount is Missing

Before submitting to State WIC, Vendor Must:

Stamp Checks Before Submitting to the State WIC Office
Attach Request for Payment for Check Exceeding Max Form
Submit to State WIC Within 45 Days of Last Date to Spend
Obtain Signature of Participant

Re-Stamp Checks Before Submitting to the State WIC Office

Obtain Signature of Participant
Enter Payment Amount

Reasons / Errors WIC WILL NOT Pay

Used Before 1st Date to Spend
Used After Last Date to Spend
Previously Paid
Unauthorized Vendor
Altered Item

Total # of checks enclosed for reimbursement: _____

If you have any questions, please contact Mr. Gene Nadolny at 410-767-5239



**MARYLAND WIC PROGRAM
REQUEST FOR REIMBURSEMENT
CHECK EXCEEDING MAXIMUM AMOUNT**

DEPARTMENT OF HEALTH AND MENTAL HYGIENE DATE: _____
MARYLAND WIC PROGRAM
201 W. PRESTON ST. – ROOM 104
BALTIMORE, MD 21201

FROM: _____ & _____ & _____
NAME STORE NAME VENDOR ID#

CHECK # _____ REQUESTED AMOUNT \$ _____

PLEASE ENTER THE INFORMATION BELOW FOR ITEMS THAT HAVE BEEN PURCHASED.

<u>ITEM:</u>	<u>SIZE:</u>	<u>QTY:</u>	<u>PRICE:</u>
BEANS, PEAS OR LENTILS	1LB	_____	\$ _____
CEREAL	_____ OZ OR LESS	_____	\$ _____
GERBER INFANT CEREAL	8 OZ.	_____	\$ _____
EGGS	1 DOZEN	_____	\$ _____
CARROTS	_____	_____	\$ _____
CHEESE			
DOMESTIC	_____ OZ OR LESS	_____	\$ _____
KOSHER	_____ OZ OR LESS	_____	\$ _____
JUICE	_____	_____	\$ _____
GERBER INFANT JUICE	32 OZ.	_____	\$ _____
MILK			
EVAPORATED	12 OZ. CAN	_____	\$ _____
FLUID	_____	_____	\$ _____
KOSHER	_____	_____	\$ _____
LACTOSE REDUCED	_____	_____	\$ _____
UHT	_____	_____	\$ _____
PEANUT BUTTER	_____ OZ OR LESS	_____	\$ _____
TUNA	_____	_____	\$ _____
FORMULA (ENTER TYPE, SIZE, QUANTITY, AMOUNT)			
_____	_____	_____	\$ _____
GRAND TOTAL			\$ _____

Peer Group Averaging



The Maryland WIC Program utilizes Peer Group Averaging to evaluate and monitor prices charged by vendors for WIC food items. The Peer Group Average is the arithmetic mean of prices charged for food items by vendors within a peer group. After an on-site review is conducted for vendor applicants, and after authorization, the prices collected by State Agency staff are analyzed and compared to prices for other stores similar in size and geographic location. These groupings are called "Peer Groups". Currently, there are three size categories and 36 Peer Groups*. They are as follows:

Region 1 consists of Allegany and Garrett Counties.

Peer Group 1, (19)*, Region 1, Large Stores, 8 or more check out lanes;
Peer Group 2, (20)*, Region 1, Medium Stores, 4 to 7 check out lanes;
Peer Group 3, (21)*, Region 1, Small Stores, 1 to 3 check out lanes;

Region 2 consists of Frederick and Washington Counties.

Peer Group 4, (22)*, Region 2, Large Stores, 8 or more check out lanes;
Peer Group 5, (23)*, Region 2, Medium Stores, 4 to 7 check out lanes;
Peer Group 6, (24)*, Region 2, Small Stores, 1 to 3 check out lanes;

Region 3 consists of Anne Arundel, Baltimore, Carroll, Harford, and Howard counties.

Peer Group 7, (25)*, Region 3, Large Stores, 8 or more check out lanes;
Peer Group 8, (26)*, Region 3, Medium Stores, 4 to 7 check out lanes;
Peer Group 9, (27)*, Region 3, Small Stores, 1 to 3 check out lanes;

Region 4 consists of Baltimore City.

Peer Group 10, (28)*, Region 4, Large Stores, 8 or more check out lanes;
Peer Group 11, (29)*, Region 4, Medium Stores, 4 to 7 check out lanes;
Peer Group 12, (30)*, Region 4, Small Stores, 1 to 3 check out lanes;

Region 5 consists of Montgomery and Prince George's Counties.

Peer Group 13, (31)*, Region 5, Large Stores, 8 or more check out lanes;
Peer Group 14, (32)*, Region 5, Medium Stores, 4 to 7 check out lanes;
Peer Group 15, (33)*, Region 5, Small Stores, 1 to 3 check out lanes;

Region 6 consists of Calvert, Caroline, Cecil, Charles, Dorchester, Kent, Queen Anne's, Saint Mary's, Somerset, Talbot, Wicomico, and Worcester counties.

Peer Group 16, (34)*, Region 6, Large Stores, 8 or more check out lanes;
Peer Group 17, (35)*, Region 6, Medium Stores, 4 to 7 check out lanes;
Peer Group 18, (36)*, Region 6, Small Stores, 1 to 3 check out lanes.

*Peer Groups (19) – (36) are designated for above-50% vendors authorized prior to January 1, 2006. Vendors assigned to these Peer Groups will have their allowable reimbursement amounts determined by the average redemptions of the vendors assigned to comparable non above-50% vendors.

Your store's prices are only compared to other store's prices in your Peer Group. This ensures that your store's prices are fairly evaluated. **If it is determined that your store's prices exceed 125% of the Peer Group average, you will be denied authorization, or your checks may be rejected by the bank. Above-50% vendors' prices may not exceed the redemption averages of comparable non above-50% vendors.**

**MARYLAND DEPARTMENT OF HEALTH AND MENTAL HYGIENE
FAMILY HEALTH ADMINISTRATION
SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS, AND CHILDREN (WIC)**

VENDOR PRICE LIST

Vendor Name _____ Vendor Stamp, if WIC Vendor _____

Address _____ Phone (____) _____

Enter your **HIGHEST** prices for the following **WIC AUTHORIZED FOODS** and send this form to the Maryland WIC Program, 201 W. Preston St., Room 103, Baltimore, MD 21201 or fax this form to (410) 333-5683. If you have any questions or require assistance completing this form, please call (410) 767-5251.

<u>FOOD ITEM</u>	<u>SIZE</u>	<u>PRICE</u>	<u>BRAND NAME & TYPE PRODUCT</u>
Gerber Infant Cereal	8 oz.	_____	_____
Gerber Infant Juice	32 oz.	_____	_____
Whole Fluid Milk	1 gal.	_____	_____
Large Eggs	1 doz.	_____	_____
WIC Cereal (highest cost per oz)	____ oz.	_____	_____
Canned WIC Juice	46 oz.	_____	_____
Canned Juice	5.5 or 6 oz. (6-pack)	_____	_____
Juice Boxes	8.45 oz. (3-pack)	_____	_____
Peanut Butter(not to exceed 18 oz jars)	____ oz.	_____	_____
Dry Beans, Dry Peas or Lentils	1 lb.	_____	_____
Canned Carrots Packed in Water	____ oz.	_____	_____
Canned Beans	____ oz.	_____	_____
Tuna Packed in Water	____ oz.	_____	_____
Domestic Cheese (highest cost per oz)	____ oz.	_____	_____
Lactose-Reduced Milk (lowfat or nonfat)	____ qt.	_____	_____
Evaporated Milk	12 oz.	_____	_____
Ultra High Temperature Milk	1/2 pint (3-pack)	_____	_____
Kosher Unflavored Fluid Milk	1 gal.	_____	_____
Kosher Domestic Cheese	____ oz.	_____	_____

<u>FORMULA</u>	<u>13 ounce Concentrate</u>	<u>12.9 oz Powder</u>		<u>13 ounce Concentrate</u>	<u>12.9 oz Powder</u>
Enfamil with Iron Lipil	\$ _____	\$ _____	Prosobee Lipil	\$ _____	\$ _____

Signature _____ Title _____

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Maximum Reimbursement to Vendors

The Maryland WIC Program will determine a maximum price payable for each check type based on the Peer Group averages of WIC check redemption for the vendor. WIC checks submitted by vendors exceeding the maximum amount payable are rejected by our bank. Checks rejected for this reason should be submitted to the Maryland WIC Program for payment utilizing the procedures previously provided (pages 31 – 32 of this manual).

The maximum price payable for WIC checks redeemed by vendors is equal to 125% of the sums of the peer group average. The maximum reimbursement to above-50% vendors may not exceed the redemption averages of comparable non above-50% vendors. **The Maryland WIC Program does not reimburse for bank fees imposed as a result of rejections.**



Vendor Monitoring and Investigations



The Maryland WIC Program monitors vendors to determine if a vendor is complying with the requirements of the WIC Program. The monitor will introduce him/herself to a store representative, walk around the store and may inspect any WIC checks that the store has on hand.

The monitor conducting the review will check to see that:

The WIC sign is posted;

The required minimum stock is on the premises;

Prices are posted (the WIC representative may record shelf prices);

The store is clean;

Foods are in date and fresh; and

The correct check redemption procedures are being followed.

Any violation of WIC regulations is noted on a monitoring form. The person monitoring the store will discuss the findings with a store representative who will be asked to sign the monitoring form. A copy of the form will be left with the store representative and the vendor's contract monitor will receive a copy. If any sanctions are imposed, a warning notice will be mailed.

A WIC representative may shop in your store posing as a WIC participant for the purpose of making an educational buy. After the purchase has been made, the WIC representative will identify him/herself and review what went right and what went wrong during the transaction. There is no penalty in this case; it is for educational purposes only.

Sometimes a vendor comes to the attention of the State Vendor Compliance Unit and is determined to be a vendor at high risk for violating WIC regulations. A vendor can be high risk for many reasons including, but not limited to, a suspicious pattern of redemptions, coming off WIC or Food Stamp suspension, or the Food Stamp Program has determined it is high risk. WIC personnel posing as participants will investigate every high-risk vendor.

The vendor will not know it is under investigation, nor will it be notified of any violations uncovered until the investigation is finished. Among other things, the undercover shoppers look for substitution of non-WIC items, overcharges, charging for food not received and charging sales tax on WIC purchases.

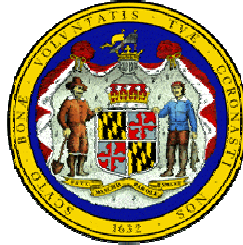
Many of the high-risk indicators are statistical and must be tested for reliability from time to time. Stores that are not high risk are also investigated to accomplish this. The WIC Program looks at patterns of violations in high risk and non-high risk stores. If there are more violations of greater seriousness than in non-high risk stores, the high-risk indicator is believed to be valid and reliable. If that pattern does not present itself, the high-risk indicator is modified or discarded.

Military Commissaries

The U.S. Department of Agriculture and the Department of Defense have worked out arrangements so that military commissaries can accept WIC checks from those authorized to shop there. Military commissaries are exempt from State WIC Program inspections and sanctions but must still sign a vendor agreement and are subject to Department of Defense rules and regulations.



COMAR 10.54.03.15 - Required Vendor Practices and COMAR 10.54.03.16 – Vendor Sanctions



The WIC Program uses sanctions to enforce program regulations and contract provisions. Vendors who fail to follow the required practices receive sanctions that include warning letters, suspension of authorization and cancellation of the vendor contract. In rare instances, a monetary penalty may be imposed in lieu of suspension. The sanction imposed depends on the seriousness of the violation.

The WIC Program detects violations through monitoring, undercover buys and data analysis. Vendors who commit fraud and abuse may be prosecuted under federal, state and local laws and may be fined or imprisoned in addition to program sanctions (see federal regulations at 7CFR 246.12 (h)(3)(xxv)). Also, if a vendor is suspended from the WIC Program, its Food Stamp authorization may also be withdrawn. Likewise, a vendor that becomes disqualified from or is given a monetary penalty by the Food Stamp Program will be suspended or fined by the Maryland WIC Program.

- Under certain conditions a vendor's contract may also be terminated.
- The WIC Program is not liable for monetary losses due to the imposition of sanctions.
- Sanctions may be revised from time to time when deemed necessary by the Maryland WIC Program or as required by federal regulations.

Required vendor practices and sanctions are prescribed by COMAR 10.54.03.15 and 10.54.03.16 and 10.54.03.17 Vendor Appeals are provided below.

Note any typographical errors, or omissions shall be considered unintentional and does not in any way relieve the vendor of the responsibility to maintain full compliance with all applicable required practices as contained in the published version of COMAR.

10.54.03.15 Required Vendor Practices.

A. The State agency or its representative shall conduct monitorings and compliance buys to ensure that the authorized vendors comply with required practices.

B. General Requirements.

(1) A vendor shall:

(a) Maintain the required minimum stock in the store during business hours.

(b) Post the WIC sign in a conspicuous place on the store premises and use other materials provided or approved by the WIC program;

(c) Maintain the vendor premises in a sanitary condition;

(d) Display a current food service facility license, issued by the local health department or department of environment, or a pharmacy permit issued by the State Board of Pharmacy, in a location visible to Program representatives;

(e) Train vendor personnel in WIC policies and procedures;

(f) Display the shelf price of a WIC food at or near the item;

(g) Treat individuals redeeming food instruments the same as other customers.

(h) Submit price lists and other information requested by the State agency by the date requested;

(i) Accept training from the WIC Program as required by the Program;

(j) Provide WIC foods in a store at a fixed location;

(k) If a pharmacy or a food store/pharmacy combination store, provide special formulas within 48 hours of a request by a participant or the Program;

(l) Maintain accounting records relevant to the vendor's performance under the vendor agreement for 3 years, for review at reasonable times by State agency representatives or other authorized State or federal officials;

(m) If a food stamp vendor, remain in good standing and not be assessed a monetary penalty by the Food Stamp Program;

(n) Give 30 days notice to the State agency of the store's closing, relocation, or change in ownership;

(o) Pay, by the date due, monetary penalties imposed by the State agency and excess charges;

(p) Submit the vendor price list form within the time periods set forth in this chapter;

(q) For the food packages set forth in Regulation .06A of this chapter, maintain prices that are less than or equal to 125 percent of the peer group average as determined by the WIC Management Information System calculation for each food package; and

(r) Except for pharmacies, have a representative attend at least one training session offered by the State agency or a local agency in each calendar year, if the State agency:

- (i) Gives the vendor 14 days notice of a scheduled training session,
- and
- (ii) Holds the training session in the vendor's region.

(2) A vendor may not:

- (a) Charge WIC participants a higher price for food than other customers;
- (b) Violate the nondiscrimination provisions of federal regulations in 7 CFR 15, 15a, and 15b, as incorporated by reference in Regulation .02 of this chapter;
- (c) Provide false information to the Program;
- (d) Except for a pharmacy or military commissary, redeem less than 25 food instruments in a consecutive 3-month period; or
- (e) Intentionally submit false prices on the vendor price list form.

(3) A vendor who violates the provisions set forth in §B of this regulation is subject to the sanctions in Regulation .16 of this chapter.

C. Transactional Requirements.

(1) A vendor shall:

- (a) Provide authorized foods to an individual redeeming food instruments only upon presentation of a valid food instrument and WIC identification folder;
- (b) Ensure that the individual redeeming a food instrument signs the food instrument in ink in the presence of vendor personnel upon completion of the transaction;

(c) Record the purchase amount on a food instrument in ink before obtaining the signature of the individual redeeming the food instrument;

(d) Accept the WIC identification folder as identification without requiring another form of identification;

(e) Verify the signature of the individual obtaining the authorized foods by comparing the signature with those on the WIC identification folder;

(f) At the time of purchase, give a participant a receipt indicating the store, date, and total dollar amount for items purchased with a food instrument and that the sale was a WIC transaction;

(g) Accept a food instrument only for authorized food brands, quantities, and types;

(h) Accept cents-off coupons from an individual redeeming WIC food instruments for prescribed authorized foods and deduct savings from the purchase price amount entered on the food instrument;

(i) Allow the use of bonus or club cards, buy one, get one free, and any other promotion offered to store customers that does not involve cash back;

(i) Accept a food instrument as payment in full for the prescribed WIC foods purchased;

(k) Allow participants and proxies authorized to redeem food instruments a choice of the WIC-authorized food prescribed on the food instrument;

(l) Allow the purchase of the full amount and less than the full amount of food on a food instrument;

(m) Redeem the valid food instruments presented by a participant or proxy;

(n) Enter the purchase price on a food instrument only at the cash register at the time of the sale; and

(o) Obtain infant formula from only the following manufacturer, distributor, and wholesaler sources:

- (i) Associated Wholesalers, Inc.;
- (ii) AWI;
- (iii) B-Green Cash & Carry;
- (iv) Bill's Wholesale Grocery, Inc.;
- (v) Bozzuto's, Inc.
- (vi) Cardinal Health;
- (vii) C & S Wholesale Grocers;

- (viii) Economy Wholesale Co.;
- (ix) Food Lion Distribution;
- (x) George J. Falter;
- (xi) I 95, Inc.
- (xii) Jetro;
- (xiii) Lancaster Distribution Center;
- (xiv) Maryland Cash & Carry;
- (xv) Mead Johnson;
- (xvi) Moran Foods, Inc.;
- (xvii) Nash Finch Company;
- (xviii) Nestle USA;
- (xix) PBM Nutritionals;
- (xx) Ross Products Division/Abbott Laboratory;
- (xxi) Solus Products, LLC;
- (xxii) Supervalu, Inc; and
- (xxiii) Any other lawful wholesaler, distributor, or manufacturer source

of infant formula, provided that the WIC vendor notifies the Program that the vendor is using the source to obtain infant formula.

(2) A vendor may not:

- (a) Redeem an altered food instrument;
- (b) Accept a presigned food instrument;
- (c) Redeem a food instrument for spoiled or out-of-date food;
- (d) Redeem a food instrument in whole or in part for a non-food item or

credit;

(e) Issue a rain check, that is, allow an individual redeeming a food instrument to get, at a later date, an item the vendor does not have at the time the food instrument is presented;

(f) Transfer cash in the form of change from the food instrument to an individual redeeming a food instrument;

(g) Collect sales tax on WIC food purchases;

(h) Traffic in WIC food instruments;

(i) Sell alcohol, alcoholic beverages, or tobacco products in exchange for a food instrument; or

(j) Accept a food instrument in exchange for:

(i) Ammunition,

(ii) A firearm,

(iii) An explosive, or

(iv) A controlled substance as defined by 21 U.S.C. §802.

(3) A vendor who derives more than 50 percent of the vendor's annual food sales revenue from food purchased with WIC food instruments may not provide to participants incentive items or other free merchandise, not including food or merchandise of nominal value in an amount less than \$2, unless the vendor provides to the Program proof of obtaining the incentive items or merchandise at no cost.

(4) A vendor who violates the provisions of this section is subject to the sanctions in Regulation .16 of this chapter.

D. Post -Transactional Requirements.

(1) A vendor shall:

(a) Use the WIC vendor identification stamp to stamp the Program-assigned vendor identification number on the face of a redeemed food instrument;

(b) Notify the Program of attempted or actual misuse of WIC food instruments redeemed at the vendor's store;

(c) Deposit for payment only food instruments redeemed at the vendor's store;

(d) Charge the State agency only for food received by a participant;

(e) In the case of a food instrument not paid by the bank used by the Program, seek reimbursement from the State agency only; and

(f) Reimburse the Program for the loss sustained by the Program due to theft, fraud, or improper handling of food instruments by vendor personnel or agents.

(2) A vendor may not:

(a) Deposit or return to the State agency a food instrument bearing the signature of an individual other than the individual who redeemed the food instrument;

(b) Permit the return of food purchased with a food instrument in exchange for cash or another item; or

(c) Claim reimbursement for the sale of an amount of a specific food item that exceeds the vendor's documented inventory of that item for a specific period of time.

(3) A vendor who violates the provisions of this section is subject to the sanctions in Regulation .16 of this chapter.

10.54.03.16 Vendor Sanctions.

A. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15B(1)(a) — (f), and C(1)(a) — (f) and (h) and (2)(a) — (c) of this chapter as follows:

(1) Written warning following each violation;

(2) Suspension of authorization for 1 year for five violations of the same provision within a 2-year period; and

(3) Suspension of authorization for 1 year for a combination of 15 violations within a 2-year period.

B. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15B(1)(g) — (k) and (2)(b), C(1)(i) — (m) and (2)(e) — (f), and (3) and D(1)(a) — (b) and (e) of this chapter as follows:

(1) Written warning following each violation; and

(2) Suspension of authorization for 1 year for two violations of the same provision within a 12-month period.

C. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15B(1)(l) and (n) — (r) and (2)(c) and (e), C(1)(o) and (2)(g), and D(1)(f) and (2)(b) of this chapter by suspending the vendor's authorization for 1 year.

D. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15C(2)(i) of this chapter by suspending the vendor's authorization for 3 years.

E. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15C(2)(h) or (j) of this chapter by suspending the vendor's authorization for 6 years.

F. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15C(2)(h) or (j) of this chapter by permanent disqualification if the vendor is convicted in a criminal court of charges stemming from those violations.

G. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15B(2)(a), C(2)(d), and D(1)(c) — (d) and (2)(c) of this chapter by:

(1) A written warning if one violation is detected in any 6-month period.

(2) Suspending the vendor's authorization for 3 years for two or more violations in any 6-month period; or

H. The Program shall sanction a vendor that fails to comply with the required practice in Regulation .15C(1)(g) or D(2)(a) of this chapter by suspending the vendor's authorization for 1 year.

I. When a vendor that has previously received a sanction for violation of the provisions of Regulation .15B(2)(a), C(2)(d) or (i), or D(1)(c)—(d) or (2)(c) of this chapter, the Program shall impose a sanction that is double that of the last sanction received for violation of the same provision.

J. The Program shall:

(1) Suspend the authorization of a vendor that has been suspended, disqualified, or assessed a monetary penalty by the Food Stamp Program in violation of Regulation .15B(1)(m) of this chapter for the same length of time as the Food Stamp Program disqualification; or

(2) If the State agency determines that disqualification would result in inadequate participant access, impose a civil money penalty in accordance with the formula set forth in 7 CFR §246(l)(1)(x).

K. The Program may not accept a vendor's voluntary cancellation of the vendor's authorization in lieu of a suspension or disqualification.

L. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15B(2)(d) of this chapter by terminating the vendor agreement.

M. The State shall notify the USDA of a suspension, disqualification, or monetary penalty:

(1) Within 15 days after the vendor's opportunity to request an administrative appeal has expired; or

(2) After the vendor's administrative appeals have been exhausted.

N. If a vendor is suspended or disqualified, or has been assessed a monetary penalty because of multiple violations in a single investigation, the Program shall:

(1) Sanction the vendor for the single most serious violation; and

(2) Include the following in its notice to USDA:

(a) The vendor's:

- (i) Name;
- (ii) Address; and
- (iii) Identification number;
- (b) The length of any suspensions or disqualification;
- (c) The specific violations charged; and
- (d) The amount of any monetary penalty.

O. Sale of a Vendor's Store Under Suspension or Disqualification.

(1) If the store under suspension is sold, the person who sells the store is subject to a civil monetary penalty in an amount to reflect that portion of the suspension that has not expired, to be calculated using the method set forth in Regulation .19 of this chapter.

(2) If a person sells a store under disqualification, the State agency shall calculate the civil monetary penalty using the method set forth in Regulation .19 of this chapter except using 120 for the number of months.

P. Upon completion of the period of suspension and successful completion of an on-site review, a vendor shall regain authorization without the necessity of reapplication.

Q. Military Commissaries. The Program:

- (1) May not sanction military commissaries for Program violations; and
- (2) Shall report a sanctionable offense committed by a military commissary to the commanding officer of the installation and, if the commanding officer takes no action to ensure the violation does not recur, to the USDA.

10.54.03.17 Additional Penalties for Program Violations.

In addition to the State agency sanctions set forth in Regulation .16 of this chapter, and pursuant to 7 CFR 246.12(f)(xiv) and 246.23(d), a vendor that commits fraud and abuse of the Program may be liable for prosecution under federal, State, and local laws.

Appeals



Vendors may appeal a suspension or denial of authorization. You will receive a letter at least 15 days before the WIC Program takes any action against your store. The letter will include the reason(s) for the action and advise you of your right to appeal the Program's decision. Your appeal must be received within 10 days of the date you receive notification of the proposed suspension or denial. An appeal received after the 10-day period shall only be considered valid if it is received by the program, or postmarked within the 10-day period by the United States Postal Service

A vendor or vendor applicant can request a hearing by filing a written request with:
Director
Office of the Maryland WIC Program
201 W. Preston Street, Room 104
Baltimore, Maryland 21201

The Office of Administrative Hearings shall have jurisdiction over the hearings. If a hearing is requested, the agency shall hold the hearing pursuant to:

Health-General Article, §§18-107(a) and 18-108, Annotated Code of Maryland;

State Government Article, Title 10, Subtitle 2, Annotated Code of Maryland;

COMAR 10.01.03;

COMAR 28.02.01; and

COMAR 10.54.03.18.

A vendor may *not* appeal the following actions:

1. Disqualification or suspension from WIC resulting from a violation of COMAR 10.54.03.15B(1)(m);
2. The State agency's decision as to whether a participant hardship exists; or
3. The expiration of a vendor agreement.

Vendor Complaints

WIC participants are not permitted to cause a disturbance in your store, abuse your employees, or violate the procedures for redeeming checks. If you have a complaint against a WIC participant, fill out the Vendor Complaint Form on the next page and send it to your local agency (see page 7) or to the State WIC office. Please be sure to identify your store in the spot designated for the Vendor I.D. Number. The matter will be investigated and the appropriate action taken. *For reasons of confidentiality, we may not disclose actions taken against WIC participants.*

Fax Number for State WIC Office - 410-333-5683



VENDOR COMPLAINT FORM

Instructions: If you have a complaint against a WIC participant, complete this form (except for the section below the double lines at the bottom of the page) and mail or fax it to your local agency, or to the State WIC Office. A list of local agencies is on pages 7 and 8 of your vendor manual. **If more room is needed, use the back of this form or attach a separate page.**

Participant name _____ Family ID number _____

Customer's name _____ Date and time of incident _____

☐ Abused staff by _____

☐ Bought/tried to buy unauthorized items: _____

☐ Redeemed/tried to redeem an invalid check. Explain: _____

☐ Returned/tried to return WIC foods: _____

☐ Other: _____

What action did your staff take? _____

Witnesses: _____

Store name: _____ WIC Vendor ID number: _____

Person making this report: _____ Title _____

For local agency use only:

Instructions: Explain any action taken and note the same in WOW.

Action taken: _____

Local Agency Staff signature: _____ Title: _____

Fax to State WIC Office: 410-333-5683

Definitions



Above-50% Vendor	A vendor that derives more than 50% of its sales revenue from the sale of WIC foods and food stamp eligible foods.
Appeal	Written request made through the State WIC Office to the Office of Administrative Hearings for review of a Program action.
Authorization	Approval by the State Agency for a food store, pharmacy, food store/pharmacy combination, or a military commissary to redeem WIC checks.
Authorized Foods	The types, sizes, and brands of foods approved by the State agency for use by Program participants.
Change of Ownership	The transfer of majority control or ownership of a store.
Check	A WIC food instrument.
Complaint	Unsolicited accusation or charge of alleged abuse or violations.
Compliance Buy	A covert, onsite investigation in which a representative of the Program: (a) Poses as a participant, parent or caretaker of an infant or child participant or proxy; (b) Presents one or more food instruments to be redeemed for food; and (c) Does not reveal during the visit that he or she is a Program representative.

Day	A calendar day.
Designee	An individual who is designated by a participant or a child or infant participant's parent, guardian, or caretaker to receive WIC checks and to redeem WIC checks for the participant and whose name is on file at a local agency.
Educational Buy	The same procedure as the Compliance Buy with the exception that upon completion of the WIC transaction, the buyer will identify his/herself, the results of the buy will be reviewed with the appropriate store personnel and the buyer will return the items purchased. No sanctions will result.
Excess charges	The amount above the maximum price payable for the food instrument charged by a vendor to the Program.
First Business Day	The first day of a month that is not a Saturday, Sunday, or State holiday.
Food Delivery	The method used by the State and local agencies to systematically provide supplemental foods to participants.
Food Instrument	A voucher, check, coupon or other document that is used by a participant to obtain supplemental foods.
Food Instrument Type	A food instrument designation based on the type and amount of WIC food items specified on the food instrument.
Food Package	A grouping of specified types and amounts of foods used for the purpose of evaluating vendor prices.

Food Sales	Means sales of all Food Stamp eligible foods intended for home preparation and consumption, as set forth in 7 C.F.R. § 246.2
Food Stamps	An assistance program under the Food Stamp Act of 1977, as amended.
Food Store	A grocery or supermarket licensed under COMAR 10.15.03 that ordinarily has, for sale to the public, authorized foods and does not have a pharmacy under the same ownership on its premises.
Food Store/Pharmacy Combination	A food store and a pharmacy under the same ownership on the same premises.
FNS	Food and Nutrition Service of the U.S. Department of Agriculture.
High-Risk Vendor	A vendor identified as having a problem in need of follow-up or who presents the potential for abuse of the Program, a vendor with significant scores on the Program's computerized high risk vendor report, a vendor that has broken, or continues to break WIC Program rules and has been warned and/or penalized by the Program.
In Compliance	To follow the rules, regulations, policies and procedures of the WIC Program.
Local Agency	A public or private, non-profit health, or human service agency which provides health services, either directly or through contract, in accordance with Section 246.5 of the Federal Regulations (Selection of local agencies).
Maximum Price Payable	The maximum amount of money the Program will pay a vendor for the WIC food items on the food instrument.

Medical Foods	Formulas authorized for children and women with special dietary needs.
Military Commissary	A food store located on a military installation and/or operated by the Department of Defense.
Minimum Required Stock	The specific types and amounts of WIC authorized foods that must be in a vendor's store during business hours.
Participant	A pregnant woman, breastfeeding woman, postpartum woman, infant, or child receiving supplemental foods or food instruments from the Program and a breastfed infant of a breastfeeding participant woman.
Peer Group	A breakdown of stores by size within regions.
Peer Group Average	The arithmetic mean of prices charged by vendors within a peer group for food items.
Pharmacy	An establishment that has been issued a permit to operate by the State Board of Pharmacy and that does not have a food store under the same ownership on its premises.
Program	The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) authorized by 42 U.S.C. § 1786, the Child Nutrition Act of 1966, as amended, including the local, state, and federal entities that administer it.
Recovery of Excess Charges	The process by which the State agency recoups money paid to the vendor in excess of the maximum price payable for the food instrument type, or as a result of software, bank, or other error.

Region	A designated area of the State, set forth in COMAR 10.54.03.03B for administration of the WIC Program.
Sanction	The penalty for violating Maryland WIC Program rules, regulations, policies and/or procedures.
State Agency	The Department of Health and Mental Hygiene's WIC Program.
Store	A food store, pharmacy, food store/pharmacy combination, or military commissary.
Supplemental Foods	Foods containing nutrients determined to be beneficial for pregnant, breastfeeding, and postpartum women, infants and children, as required by Federal Regulations (246.10) and the Maryland WIC Program. Supplemental foods are also called WIC foods, or WIC authorized or WIC approved foods. They are supplemental because they are not intended to meet all the nutritional needs of participants. They add specific nutrients to the diets of participants.
Suspension	The act of ending the Program participation of a vendor for a certain period of time.
Trafficking	Buying, selling, submitting for reimbursement, redeeming, or exchanging a food instrument with the intent to defraud.
USDA	The United States Department of Agriculture, which provides the funding and federal oversight for the WIC Program.

Vendor	A sole proprietorship, partnership, cooperative association, corporation, or other business entity operating one or more stores authorized by the State agency to provide authorized supplemental foods to participants under a retail food delivery system.
Vendor Agreement	A written agreement between the State Agency and a vendor concerning the duties and responsibilities of the vendor and the State Agency with respect to a vendor's participation in the WIC Program.
Vendor Applicant	A sole proprietorship, partnership, cooperative association, corporation, or other business entity operating one or more stores that has applied to the State agency for authorization.
WOW (WIC on the WEB)	The WIC Program's software application which provides: (a) Client Services; (b) Financial management; and (c) Vendor compliance oversight.